

# **COVEOP SUPPORT PLAN**

Virginia Department of Criminal Justice Services (DCJS)

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# 1. Overview

# **Promulgation Statement**

Criminal mass casualty events and critical incidents are not new to the Commonwealth of Virginia and can impact individuals, communities, and the entire state. As a state agency and member of the Virginia Emergency Support Team (VEST), the Department of Criminal Justice Services (DCJS) has codified responsibilities to ensure that victims of such events receive the services and resources allotted to them under the Virginia Crime Victim and Witness Rights Act through the utilization of its Victims Crisis Assistance and Response Team (VCART) Program.

This Agency Support Plan (ASP) provides planning and program guidance for implementing the responsibilities set forth in the Commonwealth of Virginia Emergency Operations Plan (COVEOP) to ensure the organization is capable of fulfilling its obligations. This ASP has been developed in accordance with guidance in former Governor Northam's Executive Order 41, the Commonwealth of Virginia's Emergency Operations Plan (COVEOP), and Code of Virginia §§ 22.1-279.8, 32.1-111.3, 44-146.18, and 44-146.19. Further, DCJS continues to assist the VEST in preparing for, responding to, and recovering from mass casualty events or criminal critical incidents.

DCJS adopts this COVEOP and Agency Support Plan, and the Director authorizes VCART program personnel and trained volunteers to perform the tasks assigned to them through this Plan and its references. The Victims Crisis Assistance and Response Program Coordinator, or his/her designees, is tasked and authorized to maintain and revise, as necessary, this document. A comprehensive review and revision of this Plan will be done every four years or as significant changes occur so that the Plan remains current. It is requested that the Plan be formally adopted by the Director.

Signed:

Jackson H. Miller

Director

# **Record of Changes**

Table 1

Change Number	Section and Page Number	Description of Change	Date of Change	Posted By
4 14 14	ALL	Plan Creation	May 1, 2022	Julia Fuller- Wilson

# **Record of Distribution**

Table 2

Name	Title	Agency or Organization	Record of receipt of plan	Number of Copies
Division Directors	N/A	DCJS	May 1, 2022	N/A

# 2. Purpose

DCJS' Agency Support Plan (ASP) identifies DCJS' role in supporting the COVEOP before, during, and after large-scale criminal emergencies or critical incidents affecting the Commonwealth of Virginia. This plan describes how DCJS will fulfill emergency roles and responsibilities as assigned in state code, executive order, the Commonwealth of Virginia Emergency Operations Plan (COVEOP), and emergency response plans.

# 3. Scope

This Plan is applicable to all DCJS leadership and staff that support agency emergency roles and responsibilities.

# 4. Situation Overview

Per the COVEOP, DCJS leads in the coordination of the victim assistance response for Emergency Support Function 5 (ESF 5 - Emergency Coordination, Information, and Planning), Emergency Support Function 6 (ESF 6 - Mass Care, Emergency Assistance, Housing Referral, and Human Services), Emergency Support Function 7 (ESF 7 - Logistics Management and Resource Support) as well as to the Joint Information Center (ESF 15 - Public Information). Outside of the COVEOP, DCJS is codified to coordinate the victim assistance response and provide support, assistance, and resources to local jurisdictions, institutions of higher education, K-12 schools, and hospitals following criminal mass casualty events and critical incidents.

Per Executive Order 41, DCJS must assign a primary and alternate Virginia Emergency Support Team (VEST) Liaison Officer (VLO) and appoint a primary and alternate Emergency Management Coordinator (EMC). The agency must also appoint a public information officer (PIO) to staff the VEST Joint Information Center (JIC) at the request of the Virginia Department of Emergency Management (VDEM), ensure all public information officers complete a training course in emergency public communications as directed by VDEM, and ensure all personnel of the agency successfully complete Emergency Management for State Employees (currently VDEM - Virginia State Employee Safety and Disaster Awareness Training) training annually. Clearly delineating agency leadership and employee roles to effectively and efficiently meet agency and emergency obligations is essential. Plans and procedures for agency emergency response must be developed, maintained and exercised. The agency must also participate in the development, maintenance and exercise of response plans and procedures to which it provides a primary or supporting role. DCJS must identify, obtain, and coordinate personnel and non-personnel resources to accomplish these plans and procedures. To ensure that DCJS emergency response and recovery responsibilities are fulfilled, all DCJS Victims Crisis Assistance and Response Team (VCART) Program staff will acknowledge that a condition of employment with DCJS is that they "may be required to assist the agency or state government generally in the event of an emergency declaration by the Governor."

# **Assumptions**

- 1. Plans and procedures are comprehensive and coordinated with appropriate federal, state and local agencies, non-governmental organizations and community partners.
- 2. Emergency plans, procedures, and operations coordinated or supported by DCJS comply with the Americans with Disabilities Act (ADA), as amended, and address accessibility, equity, and functional needs.
- 3. Emergency plans, procedures, and operations coordinated or supported by DCJS will promote culturally responsive, inclusive, and equitable services to meet the needs of victims following a criminal mass casualty event or critical incident.
- 4. DCJS leadership and staff will complete necessary training for assigned roles and respond when activated.
- 5. Response operations may require response times of 6-8 hours and intermittent assistance may be needed for extended periods of time. Crisis response assignments can require 12-13 hour shifts, either day or overnight, for no longer than 72 hours for a crisis response staff person before rotation of staffing is required. The DCJS VCART Policy and procedures will be followed to ensure a trauma-informed, victim-centered response.

### 5. Protocol

- 1. Per Executive Order 41 (2019), all executive agency state employees "may be required to assist the agency or state government generally in the event of an emergency declaration by the Governor."
- 2. DCJS VCART staff and/or volunteers may be required to support state crisis response operations. Staff may provide support at or to operations in the field, the Virginia Emergency Operations Center (VEOC), or other locations deemed appropriate by agency leadership.
- 3. The Virginia Victims Fund (VVF), DCJS' co-codified partnering agency, will be advised of any requests for deployment and coordinate the victim compensation efforts as a part of any deployment.
- 4. DCJS will utilize the VCART program to provide subject matter expertise to assist and support known or projected needs of victims of the criminal critical incident, as requested or required.

# 6. Concept of Operations (CONOPS)

DCJS coordinates and maintains plans, or supports and is included within response and recovery plans, that describe support functions to the COVEOP or other emergency services. Based on the situation, DCJS and/or the VEST determines and follows the appropriate plan or plans to meet the needs of the impending or ongoing emergency event. These plans are referenced below under each of the functions that DCJS provides.

# **COVEOP (VEST Support)**

Under Executive Order 41 and Virginia Code § 44-146.18, DCJS is assigned specific responsibilities as a supporting agency for the following functional entities and Emergency Support Functions (ESF).

# ESF 5 Emergency Coordination, Information and Planning

- Appoint a VEST Liaison Officer and at least one alternate to serve as the primary point of contact for all disaster preparedness, response, and recovery matters.
- Appoint an Emergency Management Coordinator (EMC) and at least one alternate responsible for the development and maintenance of agency-specific emergency plans.
- Appoint a Public Information Officer to staff the VEST Joint Information Center at the request of VDEM and coordinate emergency public information with VDEM during states of emergency.
- Support recovery operations as outlined in the COVEOP Statewide Recovery Support Annex.

### ESF 6 Mass Care, Emergency Assistance, Human Services and Housing Referral

• Provide support as directed and as outlined in the Commonwealth Family Assistance Center plan.

# **ESF 7 Logistics**

• Provide staffing for the Logistics Section.

### **ESF 15 External Affairs**

- Coordinate emergency-related public information with the Joint Information Center using the Joint Information System.
- Provide staff to the Joint Information Center when requested.
- Public Information Officers will distribute any disaster-related information to their partners, the public, and external audience when received.

# 7. Organization and Assignment of Responsibilities

The individuals and groups listed below each hold responsibilities in the successful implementation of emergency crisis response activities to meet the needs of the Commonwealth. The ASP addresses broad level agency roles and responsibilities. Refer to individual plans as listed within the CONOPS for detailed roles and responsibilities.

# Director of the Virginia Department of Criminal Justice Services

The Director, or his/her designee, is responsible for agency-level decision making and allocation of resources including agency personnel for all emergency and disaster response and recovery activities. The Director appoints DCJS staff to fulfill the Executive Order 41 (EO41) position requirements of Emergency Coordinators, VEST Liaison Officers, COOP Coordinators, and Public Information Officers. Additionally, the Director ensures that appropriate people within the agency have delegation of authority to fulfill emergency crisis response requirements of and for the agency.

# Virginia Department of Criminal Justice Services Victims Services Manager

The Victims Services Team Manager supports agency-level decision making and allocation of resources including agency personnel for all response activities.

# Virginia Department of Criminal Justice Services Victims Crisis Assistance and Response Team (VCART) Program Coordinator

The VCART Program Coordinator serves as the DCJS Primary VEST Liaison, leads state-level crisis response team efforts, and supports agency-level communication and collaboration. The VCART Program Coordinator also oversees and leads crisis response and recovery for all state-level critical incidents in local jurisdictions, institutions of higher education, K-12 schools, and hospitals. The VCART Program Coordinator will advise the Virginia Victims Fund (VVF), DCJS' co-codified partnering agency, of any request for deployment of services and resources.

# Virginia Department of Criminal Justice Services Victims Crisis Assistance and Response Team (VCART) Leadership Team

The VCART Leadership Team includes all DCJS VCART program staff: the VCART Program Coordinator, the VCART Program Specialist, and the VCART Training and Outreach Specialist. This team is accountable for ensuring the VCART team members under their leadership are aware of, appropriately trained for, and engaged in meeting the emergency requirements as identified in this plan. This team also oversees and leads regional crisis response and recovery efforts.

The VCART program is responsible for ensuring that the agency is able to meet its roles and responsibilities as defined in the COVEOP and all of the plans listed in the above VEST Support functions. Responsibilities include leading or participating in coordination, planning, training, capacity building, and implementation. The VCART program recruits, trains and deploys a crisis response team to meet the agency COVEOP mass care responsibilities.

Additionally, the VCART program provides the primary and secondary VEST Liaison Officers as required in EO41 and provides leadership for the coordination of the victim assistance response during all activations.

# VCART Program Coordinator (Primary VEST Liaison Officer)

The VCART Program Coordinator serves as the Primary VEST Liaison Officer as required by EO41 and actively corresponds with the DCJS Director, the Victims Services Manager, and the VCART Leadership Team during emergencies, as needed.

# VCART Program Specialist (Secondary VEST Liaison Officer)

The VCART Program Specialist serves as the Secondary VEST Liaison Officer, and assumes the responsibilities of VEST Liaison Officer in the absence of the Primary VEST Liaison Officer, as required by EO41.

# Virginia Department of Criminal Justice Services VCART Program Specialist

The VCART Program Specialist is responsible for recruiting, training, and managing the Victims Crisis Assistance and Response Team. The Program Specialist maintains ongoing communication and collaboration with VCART Team Leaders of each of the seven regions. This position ensures that each regional team has consistent leadership and maintains a robust and diverse regional team that can deliver culturally responsive assistance following a criminal emergency event. This position leads regional responses and is part of the rotating leadership that provides on the ground oversight and management following large scale criminal emergencies. This position also serves as the Secondary VEST Liaison Officer.

# Virginia Department of Criminal Justice Services VCART Training and Outreach Specialist

The VCART Training and Outreach Specialist is responsible for ensuring that both codified and uncodified agencies, organizations, and other entities understand their duties under the *Code of Virginia*, if applicable, and are knowledgeable of the VCART services and resources. This position is also part of the rotating leadership that provides on the ground oversight and management following a criminal emergency.

### VCART Regional Leaders

There are seven VCART Regional Leaders, one for each of the seven regions in Virginia. The Regional Leaders are responsible for keeping updated rosters of responders from their region, conducting quarterly meetings, compiling lists of community resources, and maintaining contact with their regional team during deployments. These leaders are supervised by the VCART Program Coordinator during state level responses or the VCART Program Specialist during regional responses.

### Victims Crisis Assistance and Response Team (VCART) Members

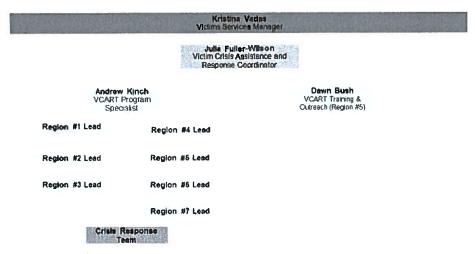
The VCART is composed of volunteers trained to provide trauma mitigation and education in the aftermath of a criminal critical incident. Team members must receive a minimum of 24

hours of skills-based, field tested training developed by the National Organization for Victim Assistance (NOVA). Team members are called upon to provide assistance to those affected in both large and smaller-scale incidents to provide crisis intervention and support focusing on the fundamentals of crisis and trauma. VCART members maintain communication with their Regional Leader and the VCART Program Specialist.

The following figure illustrates the internal DCJS VCART structure (Figure 1),

Figure 1- Virginia Department of Criminal Justice Services Structure

# DCJS VICTIMS CRISIS ASSISTANCE AND RESPONSE TEAM (VCART)



### **DCJS** Procurement

DCJS Procurement ensures that contracts are coordinated and in place to support a successful implementation of any emergency response required by DCJS. This includes, but is not limited to, making lodging and transportation arrangements for crisis responders and VCART staff.

### **DCJS Financial Services**

Finance ensures that all costs associated with agency response activities are appropriately coded and tracked. Additionally, Finance accepts and processes all travel reimbursement requests from crisis responders that have been deployed to conduct activities required of VCART.

# 8. Direction, Control and Coordination

The Director of the Department of Criminal Justice Services has the authority to direct the agency's response and resources for an emergency. During the planning period (pre-event),

the VCART Program Coordinator must ensure that the Director is aware of and understands any agency support requirements, anticipated resource needs, and potential expenses associated with the agency's responsibilities as outlined in the plan(s).

The DCJS Victims Crisis Assistance and Response Team policy and protocols address staffing assignments to ensure a trauma-informed approach to emergency response efforts.

### **VEST Support**

It is the responsibility of the lead ESF agency to manage, train, assign, and activate the VCART by contacting the VCART Program Coordinator. ESF 6 members are activated by the Virginia Department of Social Services (VDSS); ESF 5, ESF 7, and ESF 15/JIC members are activated by VDEM. DCJS Financial Services provides assistance to activated individuals regarding compensation and travel reimbursement. DCJS Procurement assists in the provision of travel support such as lodging and/or transportation, as necessary.

The VCART Program Coordinator or other member of the VCART Leadership Team directs specific responders to fulfill the responsibilities outlined in EO41. The Virginia Department of Emergency Management is responsible for training the VEST Liaison Officer (VLO) and the Public Information Officer (PIO) and maintains communication with them to provide critical information regarding emergency response efforts in Virginia.

# 9. Information Collection Analysis and Dissemination

Information	Initiating Point	Reporting Interval	Format (Recipient)
Agency Staffing support needs/roster	Activation of VEST ESF 6 and/or other DCJS supported mass care operation	Upon creation of schedule and any updates	Email (VVF, assigned staff, leadership team)
Listing of resources requested through the VEST	Input of the first request	Upon initial request and with any updates or additional requests	Email (Director, Victims Services Manager, VVF)
Mass Care Services and Resources	Upon deployment	Daily	Email (Victims Services Manager)
Mass Care Services and Resources	Upon deployment	Weekly, unless otherwise requested	Email (Director)
Mass Care Services and Resources	Upon Request	Daily, or as needed	Email (Victims Services Manager and Procurement)
Mass Care Services and Resources	Upon deployment	Daily	VCART Leadership Team and applicable Regional Leaders
Essential Elements of Information	Upon request	Per VEST reporting requirements	WebEOC

# Victims Crisis Assistance and Response Team Roster Management

# **VEST Support and Mass Care Operations**

The VCART program is responsible for the maintenance of the VCART member roster. Individual rosters will meet the agency's full extent of support per the operational plan and as requested by the lead agency. The VCART program is also responsible for ensuring individuals have completed required training to fulfill the responsibilities outlined in ESF 6 and mass care operations. VDEM is responsible for ensuring assigned DCJS staff to ESF 7 and 15/JIC have completed required training.

Upon initiation of an event, schedules will be created as required, cycling crisis response team members in for no more than 72 hour intervals. If and as the event continues, schedules will be enhanced, revised, or extended as necessary.

# **After Action Reporting**

# **VEST** and Mass Care Support

VDEM coordinates the development of After Action Reports and corrective action plans for all VEST supported disasters and exercises. All DCJS staff that participate in a VEST exercise or activation will be offered opportunities to submit input into the report. Throughout any disaster response, VEST staff can submit areas for improvement and/or best practices into the After Action Report board on WebEOC. Additionally, VEST leadership, through email and briefings, will provide continual reminders to submit this documentation and the timeframe it is needed before collation begins.

After Action Reports will also be completed for internal operations and review at DCJS. All VCART members that respond to an emergency will be given the opportunity to provide feedback and suggestions based on their experience with the deployment. Special focus will be on ensuring culturally responsive and inclusive services and resources, minimizing retraumatization and vicarious trauma, and supporting the needs of the VCART members during and following deployments. This information will be utilized to inform future responses, policy, protocols, and practice.

### 10. Communications

### A. Internal Communication

### Virginia Government Email

Virginia uses email as a primary means of communication. All state employees are assigned an individual email address upon hire and some have access to group/team accounts. Email is used to deliver non-time critical emergency and disaster communication to selected recipients as well as coordinate planning, training and exercise activities. Examples include: situational awareness to the full agency,

notification of meetings or trainings, and notification of agency or Commonwealth systems that are down/unavailable.

# Message from the Director Agency-Wide Email

A form of mass communication from the DCJS Director to agency personnel (generally state workers and stakeholders) to provide awareness of and/or communicate critical, agency-wide information, resources, initiatives or calls-to-action. Mass emails from the Director are coordinated through the Director's Office.

# **Agency Cell Phones**

Each member of the VCART Leadership Team and the Victims Services Program Manager have been assigned agency cell phones. At least one member of the VCART Leadership Team is required to be accessible via their agency cell phone at all times. Members of the VCART Leadership Team utilize these phones to share and disseminate time sensitive information.

### Virtual and In-Person Communications

To best conduct some planning, training, preparedness and operations, it can be most efficient and prudent to conduct "live" meetings, whether in-person or virtually.

**Zoom** - All members of the VCART Leadership Team, as well as the Manager of Victims Services, have Zoom accounts that can be used to conduct meetings virtually. This is the most frequent virtual platform utilized. Chat, private messaging, sharing, and recording functions are available through Zoom.

*Microsoft Teams* - Some DCJS employees have Microsoft Teams accounts and can utilize them to conduct meetings. Microsoft Teams is the most frequently used meeting platform to conduct and attend meetings with VDEM. Chat, private messaging, sharing, and recording functions are available through Teams.

**Google Meet** - All Commonwealth of Virginia employees have access to Google Meet and meeting invitations can be sent to anyone with a valid email address. This platform allows chat and sharing options; however, recording options are limited.

**WebEX** - Only those DCJS employees with a WebEX account can create WebEX meetings. However, anyone with a valid email address can participate. Chat, private messaging, sharing, and recording functions are available through WebEX. This format is most often used to conduct large scale meetings or training due to its functionality.

### Virginia Systems

Virginia State Capitol Alert Network (VCSAN) - Individuals who have registered can receive alerts when an incident or emergency is anticipated to impact or occur within the Virginia Capitol District. This alerting system is managed by the Virginia Capitol Police. VSCAN provides updates, instructions, guidance and other information during capitol-area emergencies such as severe weather, critical

incidents, fire, hazardous materials situations, and evacuation or shelter in place orders. Alerts are sent via email and text.

**WebEOC** - WebEOC is the disaster response system for incident management in Virginia and is the mechanism for creating and sharing information to promote shared situational awareness. WebEOC allows federal, state, and local partners to share information, provide and receive situational awareness, and organize requests for assistance. Members of the VEST are given access by VDEM upon completion of required training and approval by VEST leadership.

Google Drive - All Commonwealth of Virginia (COV) employees have access to documents shared with them on the Drive by the owner. This online tool provides space for sharing and collaborating on documents, spreadsheets, presentations, etc.

### B. External Communication

#### Social Media

DCJS utilizes Facebook, Twitter, and LinkedIn to reach a wide and diverse population. These platforms provide a quick, effective, and cost-free way to provide time sensitive information to an extensive network of contacts, stakeholders, and the general public. DCJS' social media accounts are used sparingly and strategically and all postings have received approval from DCJS Leadership.

### **Press Releases**

On occasion, DCJS has released press releases that provide important information to the media to be disbursed to the general public. However, more frequently, press releases are released by the Governor of Virginia to provide information to the public.

# 11. Administration, Finance and Logistics

The DCJS Financial Services and Procurement sections work collaboratively to support the crisis response work that is being conducted by the VCART. The VCART Leadership Team is responsible for providing information related to each member of the VCART that responds to an emergency. This includes:

- Submitting a request through Procurement to arrange for lodging or transportation, as applicable, to be direct-billed to DCJS for staff and responders.
- Obtaining signed paperwork from each responder to include a W-9 form and a travel reimbursement form that outlines mileage and per diem costs that the crisis responder incurred during a deployment.
- Submitting a purchase order for management approval to track and pay for VCART-related deployment expenses.
- Provide a detailed account of expenses incurred to the Victims Services Manager to ensure that appropriate funds are utilized.

# 12. Plan Development and Maintenance

The DCJS Agency Support Plan for the COVEOP was developed by the VCART Leadership Team, as well as the Victims Services Manager. This Support Plan will be updated annually by the VCART Program Coordinator no later than May 1 to include new lessons learned, resources available, and updated as required by the evolving need of victims following a critical incident.

# 13. Authorities

- Virginia Code §22.1-279.8 requires that all school safety audits and school crisis, emergency management, and medical emergency response plans include a provision that the Department of Criminal Justice Services and the Virginia Criminal Injuries Compensation Fund shall be contacted immediately to deploy assistance in the event of an emergency as defined in the emergency response plan when there are victims as defined in § 19.2-11.01. The Department of Criminal Justice Services and the Virginia Criminal Injuries Compensation Fund shall be the lead coordinating agencies for those individuals determined to be victims, and the plan shall also contain current contact information for both agencies.
- Virginia Code §44-146.18 requires the Department of Emergency Management to develop standards, provide guidance, and encourage the maintenance of local and state agency emergency operations plans, which shall include the requirement for a provision that the Department of Criminal Justice Services and the Virginia Criminal Injuries Compensation Fund be contacted immediately to deploy assistance in the event of an emergency as defined in the emergency response plan when there are victims as defined in § 19.2-11.01. The Department of Criminal Justice Services and the Virginia Criminal Injuries Compensation Fund shall be the lead coordinating agencies for those individuals determined to be victims, and the plan shall also contain current contact information for both agencies
- Virginia Code §44-146.19 requires each local and inter-jurisdictional agency shall prepare and keep current a local or inter-jurisdictional emergency operations plan for its area. The plan shall include, but not be limited to, responsibilities of all local agencies and shall establish a chain of command, and a provision that the Department of Criminal Justice Services and the Virginia Criminal Injuries Compensation Fund shall be contacted immediately to deploy assistance in the event of an emergency as defined in the emergency response plan when there are victims as defined in § 19.2-11.01. The Department of Criminal Justice Services and the Virginia Criminal Injuries Compensation Fund shall be the lead coordinating agencies for those individuals determined to be victims, and the plan shall also contain current contact information for both agencies. Such plan shall also contain provisions to ensure that the plan is applied equitably and that the needs of minority and vulnerable communities are met during emergencies.
- Code of Virginia § 19.2-11.01, which defines a victim as "(i) a person who has suffered physical, psychological, or economic harm as a direct result of the commission of (a) a felony, (b) assault and battery in violation of § 18.2-57 or 18.2-57.2, stalking in violation of § 18.2-60.3, a violation of a protective order in violation of § 16.1-253.2 or 18.2-60.4, sexual battery in violation of § 18.2-67.4, attempted

sexual battery in violation of § 18.2-67.5, or maiming or driving while intoxicated in violation of § 18.2-51.4 or 18.2-266, or (c) a delinquent act that would be a felony or a misdemeanor violation of any offense enumerated in clause (b) if committed by an adult; (ii) a spouse or child of such a person; (iii) a parent or legal guardian of such a person who is a minor; (iv) for the purposes of subdivision A 4 only, a current or former foster parent or other person who has or has had physical custody of such a person who is a minor, for six months or more or for the majority of the minor's life; or (v) a spouse, parent, sibling, or legal guardian of such a person who is physically or mentally incapacitated or was the victim of a homicide; however, "victim" does not mean a parent, child, spouse, sibling, or legal guardian who commits a felony or other enumerated criminal offense against a victim as defined in clause (i)".

- §2.2-222.1 of the *Code of Virginia* requires the preparation and maintenance of a written internal agency plan to fulfill the responsibilities designated in the COVEOP and to be compliant with the VDEM provided Agency Support Plan template annually by May 1.
- Executive Order Number Forty-One (2019) requires each executive state agency to have roles and responsibilities in the Commonwealth of Virginia's emergency management program.
- Executive Order Number Forty-Two (2019) is the promulgated version of the COVEOP which identifies particular relevant regulations that apply to the agency's role in emergency management.

### 14. References

- Commonwealth of Virginia Emergency Operations Plan (COVEOP), October 2021
- VEST Training Plan
- VEST Standard Operating Guidelines